



DISCONNECTION POLICY

Disconnection Notices will no longer be mailed separately, rather it will be included in your monthly bill.

If your bill is Past Due by the time your new bill is generated, everyone will get this same notice ... no exceptions. This Notice will be the only form of communication you will receive from the Lewes BPW.

Please make note of the policy as written:

YOUR ACCOUNT IS PAST DUE. IF PAYMENT HAS BEEN MAILED, WE HAVE NOT RECEIVED IT. PLEASE PAY WITHIN 14 DAYS FROM THE BILL DATE PRINTED ON THE ENCLOSED BILL. IF PAYMENT HAS NOT BEEN RECEIVED WITHIN THE 14 DAYS, WE HAVE THE RIGHT TO DISCONNECT YOUR SERVICE.

WHEN A LEWES BPW EMPLOYEE VISITS YOU TO DISCONNECT YOUR SERVICE FOR NON-PAYMENT AND YOU ARE HOME, YOU WILL BE GIVEN THE OPPORTUNITY TO PAY THE BILL. AT THAT TIME, A \$30.00 "COLLECTION FEE" WILL BE ADDED TO THE AMOUNT OWED. IN THE EVENT OF DISCONNECTION, THE TOTAL AMOUNT DUE (INCLUDING THE CURRENT CHARGES) MUST BE PAID IN FULL AS WELL AS A "DISCONNECTION FEE" AND A "RECONNECTION FEE" BEFORE SERVICES WILL BE RESTORED.

IF YOU WISH TO DISCUSS YOUR ACCOUNT STATUS, PLEASE CONTACT THE BUSINESS OFFICE AT 302-645-6228 MONDAY THROUGH FRIDAY BETWEEN THE HOURS OF 9:00 A.M. AND 4:00 P.M.